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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Philip KORTUM et al.

Group Art Unit: 2681

App. No. : 10/058,785

Examiner:

Filed : January 30, 2002

For : SEQUENTIAL PRESENTATION OF LONG INSTRUCTIONS IN AN
INTERACTIVE VOICE RESPONSE SYSTEM

INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner of Patents
Washington, DC 20231

Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56, §1.97-1.98, Applicants
hereby call the following documents to the Examiner's attention:

U.S. Patent No. 5,706,334 to BALK et al., which issued on January 6, 1998;

U.S. Patent No. 5,802,526 to FAWCETT et al., which issued on September 1, 1998;

U.S. Patent No. 5,999,611 to TATCHELL et al., which issued on December 7, 1999;

U.S. Patent No. 6,016,336 to HANSON, which issued on January 18, 2000;

U.S. Patent No. 6,035,336 to LU et al., which issued on March 7, 2000;

U.S. Patent No. 6,088,429 to GARCIA, which issued on July 11, 2000;

U.S. Patent No. 6,104,790 to NARAYANASWAMI, which issued on August 15, 2000;

U.S. Patent No. 6,148,063 to BRENNAN et al., which issued on November 14, 2000;

U.S. Patent No. 6,170,011 B1 to MACLEOD BECK et al., which issued on January 2,
2001;

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U.S. Patent No. 6,263,052 B1 to CRUZE, which issued on July 17, 2001;

U.S. Patent No. 6,295,551 B1 to ROBERTS et al., which issued on September 25, 2001;

U.S. Patent No. 6,332,154 B2 to BECK et al., which issued on December 18, 2001;

U.S. Patent Application Publication No. 2001/0041562 A1 to ELSEY et al., which was published on November 15, 2001;

International Publication No. WO 00/33548 to COHEN et al., (NUANCE COMMUNICATIONS), which was published on June 8, 2000;

“ACD Learning Center Tutorial Series”, ACD Call Center Online Learning Center,
<<http://www.call-center.net/ivr-series.htm>>;

“Customer Management Technology”, TeleTech,
<<http://www.teletech.com/solutions/cmt.htm>>, printed on December 18, 2001;

“Products & Services - Interactive Voice Response (IVR)”, Prairie Systems,
<http://www.prairiesys.com/PSI/p_s_interactive_sol.htm>;

“RVS Voice”, iMessaging Systems, Inc.,
<<http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm>>; and

“What’s Next in Interactive Voice Response”, International Nortel Networks Meridian Users Group, <<http://www.innmug.org/information/kirvan.html>>, which was published in the December, 2000 issue of InnTouch.

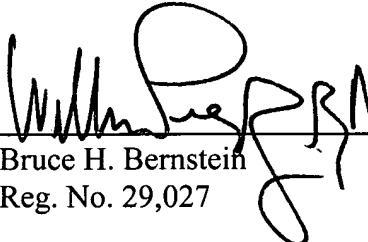
Applicants respectfully request that the Examiner consider the above materials and cite the patent documents and enclosed website printouts. Copies of the above-noted documents are attached and have been listed on a PTO-1449 Form which is also attached hereto. Accordingly,

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the Examiner is requested to initial the appropriate spaces on the attached PTO-1449 Form and to return a copy of the Form to Applicants with the next official communication in the present application to confirm consideration of these documents.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully submitted,
Philip KORTUM et al.


Bruce H. Bernstein
Reg. No. 29,027

April 22, 2002
GREENBLUM & BERNSTEIN, P.L.C.
1941 Roland Clarke Place
Reston, VA 20191
(703) 716-1191